

# **HIP WORK INSTRUCTIONS**

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### 1.0 State Review and Eligibility Determination (User Generated)

When an action for review and eligibility determination is determined as necessary by a non-state coalition individual (ACS) the SEC will receive a user generated “**State Review and Eligibility Determination**” task.

Step	State Review and Eligibility Determination						
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table border="1" data-bbox="349 495 1463 562"><tr><td data-bbox="349 495 472 562">9000071428</td><td data-bbox="472 495 618 562"><a href="#">APPLY NOW</a></td><td data-bbox="618 495 1036 562">1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01</td><td data-bbox="1036 495 1179 562">Parked</td><td data-bbox="1179 495 1321 562">High</td><td data-bbox="1321 495 1463 562">2/20/2008 18:00</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	9000071428	<a href="#">APPLY NOW</a>	1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01	Parked	High	2/20/2008 18:00
9000071428	<a href="#">APPLY NOW</a>	1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01	Parked	High	2/20/2008 18:00		
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <p>Primary Action</p> <p>Task Instructions</p> <p>Task Instructions: Review the action, and authorize the case or return the case to ACS for clarification/correction.</p>						
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <p>Supporting Information</p> <p>Case Home Page</p> <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>						

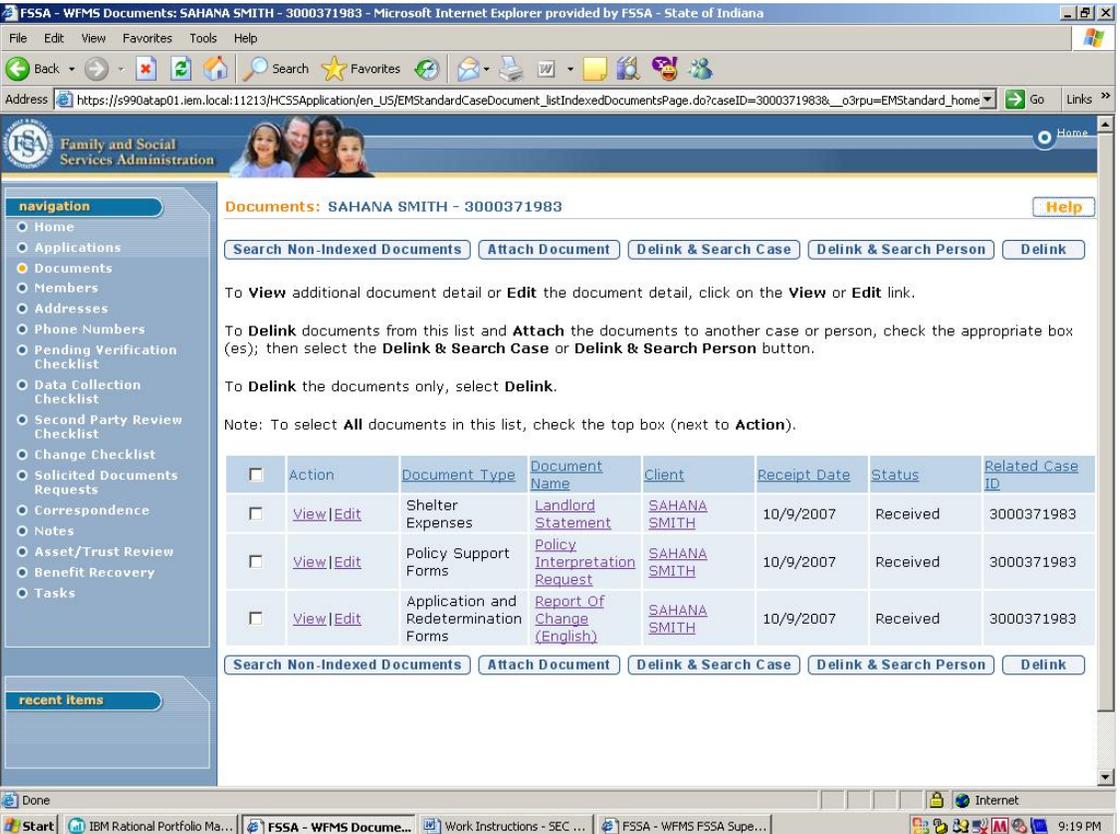
**Step**      **State Review and Eligibility Determination**

**4.**      From the *Application* or *Case Home Page*, click *Documents* from the Left Navigation.



The WFMS will navigate to the *Documents Page*.

**5.**      From the *Documents* page click view to see the document’s details related to the task.



**Documents:** SAHANA SMITH - 3000371983

To **View** additional document detail or **Edit** the document detail, click on the **View** or **Edit** link.

To **Delink** documents from this list and **Attach** the documents to another case or person, check the appropriate box (es); then select the **Delink & Search Case** or **Delink & Search Person** button.

To **Delink** the documents only, select **Delink**.

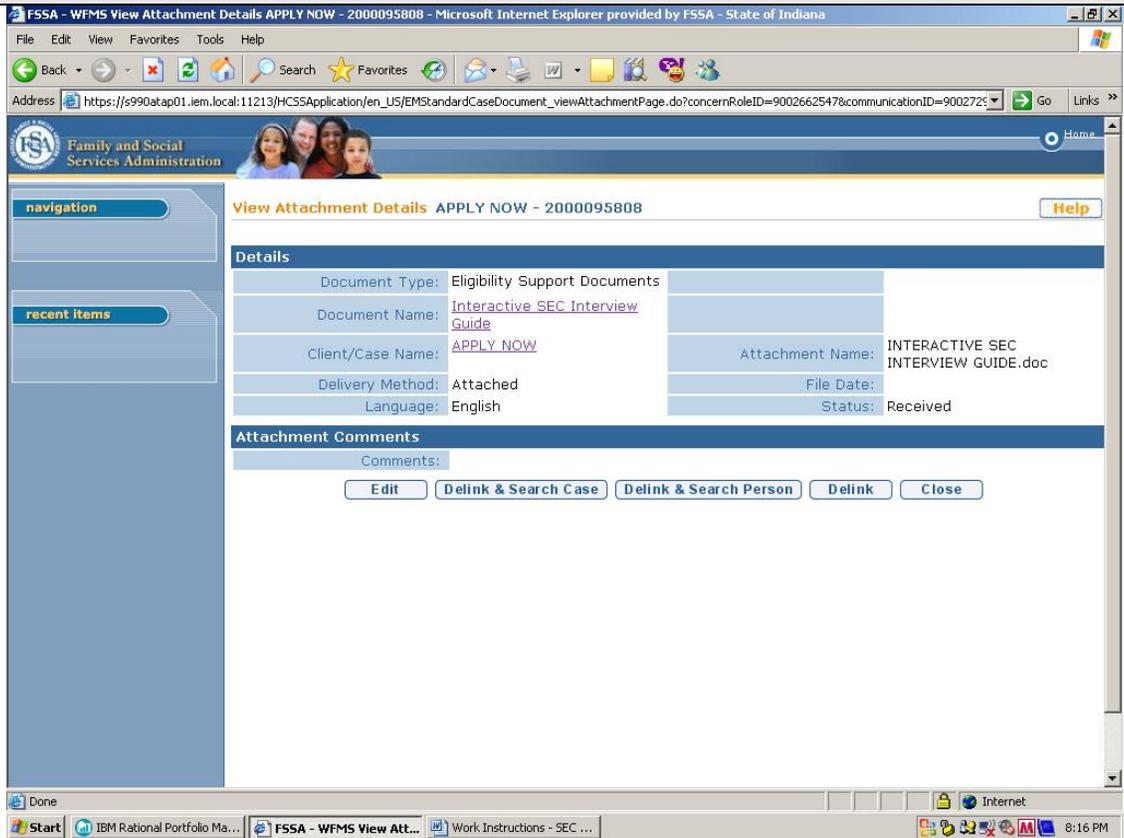
Note: To select **All** documents in this list, check the top box (next to **Action**).

<input type="checkbox"/>	Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Shelter Expenses	<a href="#">Landlord Statement</a>	SAHANA SMITH	10/9/2007	Received	3000371983
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Policy Support Forms	<a href="#">Policy Interpretation Request</a>	SAHANA SMITH	10/9/2007	Received	3000371983
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Application and Redetermination Forms	<a href="#">Report Of Change (English)</a>	SAHANA SMITH	10/9/2007	Received	3000371983

**6.**      Within the *View Document Details* screen click the document name hyperlink to view all supporting documentation

**Step**

**State Review and Eligibility Determination**



Clicking on *Close* will take the user back to the *Documents* page.

7. From the *Application Home Page*, click *Health Screening Questionnaire* from the Left Navigation. Note: from the Case Home page click on *Applications* from the left navigation to access the application's case reference link. Click on the case reference link to access the Application Case Home. Click on *Documents* link in the left navigation to view the application form. Click on *Health Screening Questionnaire* in the left navigation to view the screening questionnaire.

Step	State Review and Eligibility Determination																				
	<p><b>FSSA - WFMS Case Home: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana</b></p> <p>File Edit View Favorites Tools Help</p> <p>Back Forward Stop Refresh Home Search Favorites Internet Options</p> <p>Address <a href="https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_homePage.do?caseID=9001552974&amp;_o3rpu=EM:">https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_homePage.do?caseID=9001552974&amp;_o3rpu=EM:</a> Go Links &gt;&gt;</p> <p><b>Family and Social Services Administration</b></p> <p>HIPPY CASETWN - 2000086013</p> <p><b>Case Home: HIPPY CASETWN - 2000086013</b></p> <p><b>Options</b></p> <p><a href="#">Review Asset/Trust</a> <a href="#">Process Benefit Recovery</a> <a href="#">Generate Internal Cover</a>  <a href="#">Submit Case for Authorization</a> <a href="#">Submit Change for Authorization</a></p> <p><b>Details</b></p> <table border="1"> <tr> <td>Status Date:</td> <td>12/1/2007</td> <td>Redetermination Date:</td> <td></td> </tr> <tr> <td>Status:</td> <td>Pending</td> <td></td> <td></td> </tr> </table> <p><b>CaseName</b></p> <table border="1"> <tr> <td>Full Name:</td> <td>HIPPY CASETWN</td> <td>Social Security Number:</td> <td>572-13-1167</td> </tr> <tr> <td>Date of Birth:</td> <td>8/20/1970</td> <td></td> <td></td> </tr> <tr> <td>Home Address:</td> <td>71 STATE INDIANAPOLIS, Indiana 46121</td> <td>Mailing Address:</td> <td></td> </tr> </table> <p>Done Internet</p> <p>Start FSSA - WFMS Case Ho... Work Instructions HIP WORK INSTRUCTIO... 9:50 AM</p>	Status Date:	12/1/2007	Redetermination Date:		Status:	Pending			Full Name:	HIPPY CASETWN	Social Security Number:	572-13-1167	Date of Birth:	8/20/1970			Home Address:	71 STATE INDIANAPOLIS, Indiana 46121	Mailing Address:	
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Date of Birth:	8/20/1970																				
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121	Mailing Address:																			

Step

State Review and Eligibility Determination

FSSA - WFMS Applications: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Address [https://s990atap01.iem.local:11213/HCSSApplication/en\\_US/EMStandard\\_listApplicationsPage.do?caseID=9001552974&\\_o;](https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_listApplicationsPage.do?caseID=9001552974&_o;) Go Links >>

Family and Social Services Administration

HIPPY CASETWN - 2000086013

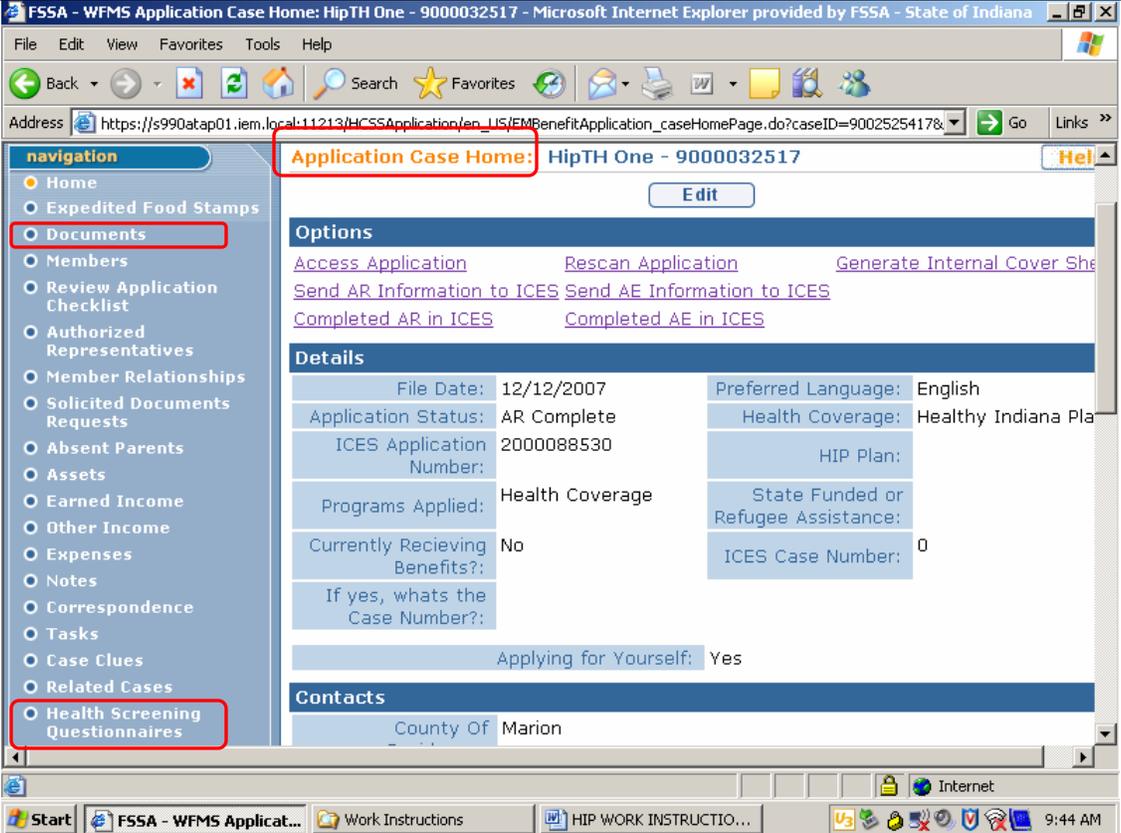
Applications: HIPPY CASETWN - 2000086013 Help

Close

List of Applications

Case Reference	Primary Name	Relationship Type
9000029698	HIPPY CASETWN	Standard to Application

Start FSSA - WFMS Applicat... Work Instructions HIP WORK INSTRUCTIO... 9:54 AM

Step	State Review and Eligibility Determination
	
<p><b>8.</b></p>	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization of a Conditional Approval. Instructions are provided in Step <b>11B</b>.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>

Step	State Review and Eligibility Determination
	<p><b>Health Screening: HIP CASEONEU - 9000029498</b></p> <p><a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Close</a> <a href="#">Help</a></p> <p><b>HIP Applicant</b> Case Member: HIP CASEONEU</p> <p><b>Health Screening Questionnaire</b></p> <p>In the last three years have you been diagnosed or actively treated for an internal cancer? This includes, but is not limited to, cancers of the: brain; head or neck; throat; esophagus; larynx; breast; stomach; intestines; colon; pancreas; liver or biliary tract; ovary; prostate; testicles; bladder; bone; or blood.: No</p> <p>Have you ever been the recipient of an organ transplant, including heart, lung, liver, kidney or bone marrow?: No</p> <p>Are you currently on a transplant waiting list for one of the above organs or been advised that you will require such a transplant within the next 12 months?: No</p> <p>Have you ever been diagnosed with or otherwise told by a medical professional that you have HIV, AIDS or the virus that causes AIDS?: No</p> <p>Do you take or have you ever taken medication for HIV, AIDS or the virus that causes AIDS?: No</p> <p>Have you ever been diagnosed with aplastic anemia?: No</p> <p>Do you require frequent blood transfusions due to a medical condition?: No</p> <p>Have you ever been diagnosed with or are you being actively treated for...: No</p>

**9.** Search for any additional tasks related to the application or case that may be outstanding. From the *Application or Case Home Page* click on *Tasks* from the Left Navigation. . To return to the Case Home page, click on *Related Cases* at the bottom of the left navigation. Click on the number under *Case Reference*.

**Family and Social Services Administration**

Application Home: James Smith - 5000000001

**navigation**

- Home
- Expedited Food Stamps
- Documents
- Members
- Review Application
- Checklist
- Authorized Representatives
- Member Relationships
- Absent Parents
- Assets
- Earned Incomes
- Other Incomes
- Expenses
- Notes
- Correspondence
- Tasks**

**Options**

[Access Application](#) [Rescan Application](#)  
[Send AR Information to ICES](#) [Send AE Information to ICES](#)  
[Completed AR in ICES](#) [Completed AE in ICES](#)

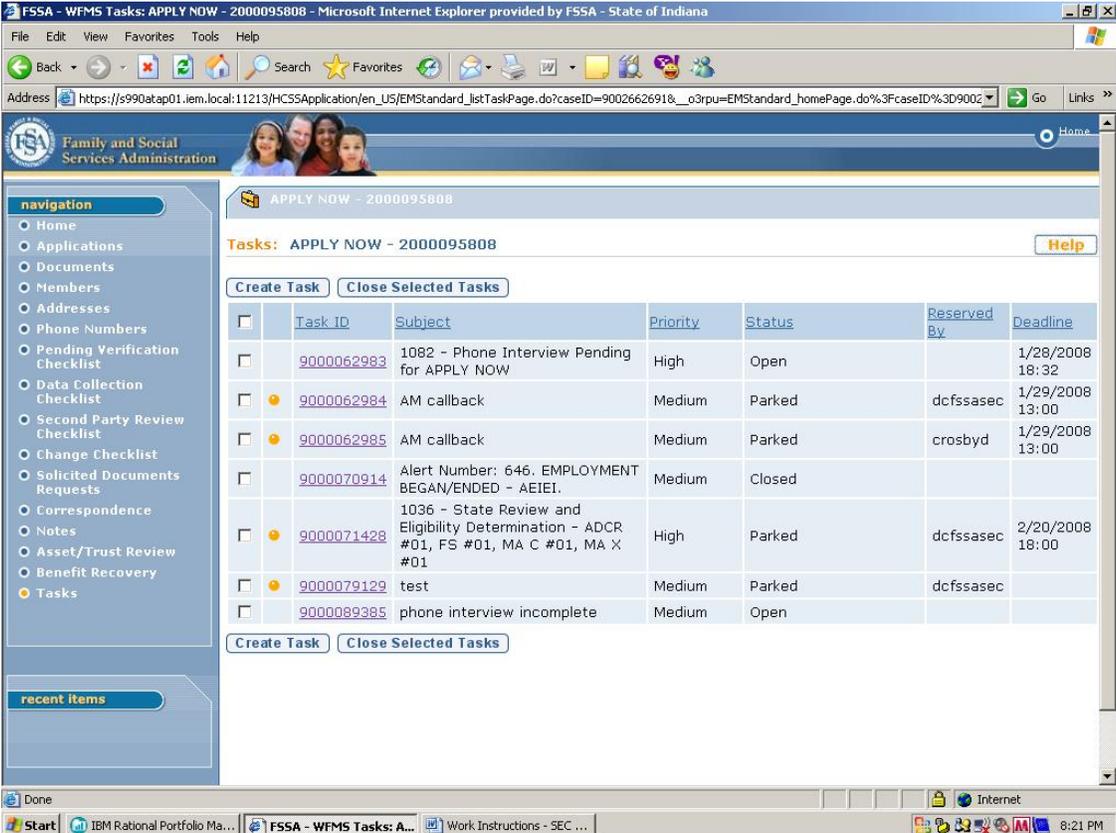
**Details**

File Date:	3/1/2007	Programs Applied:	Food Stamps, TANF
Applying for Yourself:	Yes	Preferred Language:	English
Application Status:	Submitted	Number of persons in household:	2
ICES Application Number:	2000012345	ICES Case Number:	2000067890

**Contact**

County of Residence:

123 Main Street 123 Main Street

Step	State Review and Eligibility Determination																																																								
<p><b>10.</b></p>	<p>The WFMS will navigate to the <i>Tasks</i> page. Review any outstanding tasks that may need to be addressed. Selecting a task listed to a queue in which you are assigned will assign the task to you to be worked, closed or parked. Navigate back to the <i>Application or Case Home</i> page by clicking on <i>Home</i> in the Left Navigation.</p>  <table border="1" data-bbox="574 726 1442 1052"> <thead> <tr> <th><input type="checkbox"/></th> <th>Task ID</th> <th>Subject</th> <th>Priority</th> <th>Status</th> <th>Reserved By</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>9000062983</td> <td>1082 - Phone Interview Pending for APPLY NOW</td> <td>High</td> <td>Open</td> <td></td> <td>1/28/2008 18:32</td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000062984</td> <td>AM callback</td> <td>Medium</td> <td>Parked</td> <td>dcfssasec</td> <td>1/29/2008 13:00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000062985</td> <td>AM callback</td> <td>Medium</td> <td>Parked</td> <td>croshyd</td> <td>1/29/2008 13:00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000070914</td> <td>Alert Number: 646. EMPLOYMENT BEGAN/ENDED - AEIEI.</td> <td>Medium</td> <td>Closed</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000071428</td> <td>1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01</td> <td>High</td> <td>Parked</td> <td>dcfssasec</td> <td>2/20/2008 18:00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000079129</td> <td>test</td> <td>Medium</td> <td>Parked</td> <td>dcfssasec</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>9000089385</td> <td>phone interview incomplete</td> <td>Medium</td> <td>Open</td> <td></td> <td></td> </tr> </tbody> </table>	<input type="checkbox"/>	Task ID	Subject	Priority	Status	Reserved By	Deadline	<input type="checkbox"/>	9000062983	1082 - Phone Interview Pending for APPLY NOW	High	Open		1/28/2008 18:32	<input type="checkbox"/>	9000062984	AM callback	Medium	Parked	dcfssasec	1/29/2008 13:00	<input type="checkbox"/>	9000062985	AM callback	Medium	Parked	croshyd	1/29/2008 13:00	<input type="checkbox"/>	9000070914	Alert Number: 646. EMPLOYMENT BEGAN/ENDED - AEIEI.	Medium	Closed			<input type="checkbox"/>	9000071428	1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01	High	Parked	dcfssasec	2/20/2008 18:00	<input type="checkbox"/>	9000079129	test	Medium	Parked	dcfssasec		<input type="checkbox"/>	9000089385	phone interview incomplete	Medium	Open		
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<input type="checkbox"/>	9000079129	test	Medium	Parked	dcfssasec																																																				
<input type="checkbox"/>	9000089385	phone interview incomplete	Medium	Open																																																					
<p><b>11.</b></p>	<p>Authorize the application/case if correct and document in CLRC. If action is incorrect, go to <b>Step 12</b> for returning cases to ACS.</p> <ul style="list-style-type: none"> <li>A. Denials/Discontinuances <ul style="list-style-type: none"> <li>✓ AR denials <ul style="list-style-type: none"> <li>▪ Review the “<i>Review Application Checklist</i>” in WFMS. The <i>Review Application Checklist</i> is accessed from the Left Navigation of the <i>Application Home page</i>. The checklist will provide the reason(s) for the denial.</li> </ul> </li> <li>✓ AE denials/discontinuances <ul style="list-style-type: none"> <li>▪ Review CLRC.</li> <li>▪ Review budgets and supporting documentation</li> <li>▪ Review the “<i>Data Collection Checklist</i>” or “<i>Change Checklist</i>” in WFMS. The <i>Data Collection Checklist/Change Checklist</i> is accessed from the Left Navigation of the <i>Case Home page</i>. The checklist should also provide the reason(s) for the denial/discontinuance.</li> </ul> </li> </ul> </li> </ul>																																																								

Step	State Review and Eligibility Determination
	<ul style="list-style-type: none"> <li>✓ Denials/discontinuances for failing to provide information/verification, <ul style="list-style-type: none"> <li>▪ Search for non-indexed documents to attempt to find any documents associated with the application/case. If documents found link the non-indexed document to the case in WFMS</li> <li>▪ REFER TO (INSERT HYPERLINK) SEARCH WORK INSTRUCTIONS (Common Processes – Section 3.11.3.7) to find and link a document.</li> <li>▪ If any documents that would change the disposition were received prior to the “<b>State Review and Eligibility Determination</b>” task being generated and were not enacted upon, the case should be returned to ACS for processing.</li> </ul> </li> <li>✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> <li>▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form”.</li> </ul> <p style="text-align: center;">REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p> </li> </ul> <p>B. Conditional Approvals/Approvals</p> <ul style="list-style-type: none"> <li>✓ Review CLRC.</li> <li>✓ Review budgets and supporting documentation</li> <li>✓ Applicants identified in <b>Step 8</b> as potentially high risk must be referred to Milliman upon conditional approval. <ul style="list-style-type: none"> <li>▪ Review answer to health screening question on ICES screen AEHIP.</li> <li>▪ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>▪ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> <li>▪ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>.</li> <li>▪ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i></li> </ul> </li> <li>✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> <li>▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form.”</li> </ul> <p style="text-align: center;">REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p> </li> </ul> <p>C. Changes reported on an open HIP case:</p> <ul style="list-style-type: none"> <li>✓ Qualifying event <ul style="list-style-type: none"> <li>▪ Review CLRC</li> <li>▪ Review ICES screen AEHIP to confirm reported change is a qualifying event.</li> </ul> </li> </ul> <p>D. HIP Manual notice of action should be sent for fiated actions and non-qualifying events.</p> <p style="text-align: center;">INVOKE Create Correspondence in the WFMS WORK INSTRUCTIONS</p>

**Step**      **State Review and Eligibility Determination**

Common Processes – Section 3.11

**12.**      Returning cases to ACS

- Document the reason in CLRC
- From the *Case Home* page click *Tasks* from the Left Navigation
- Click *Create Task*. The WFMS will navigate to the *Select Task Type Page*.
- Using the drop down under the *Task Details* cluster, select *Returned by State* as the *Task Type*. Click *Save*. The WFMS will create the task and navigate back to the *Tasks Page*.

**13.**      Click *Home* in the upper right corner.

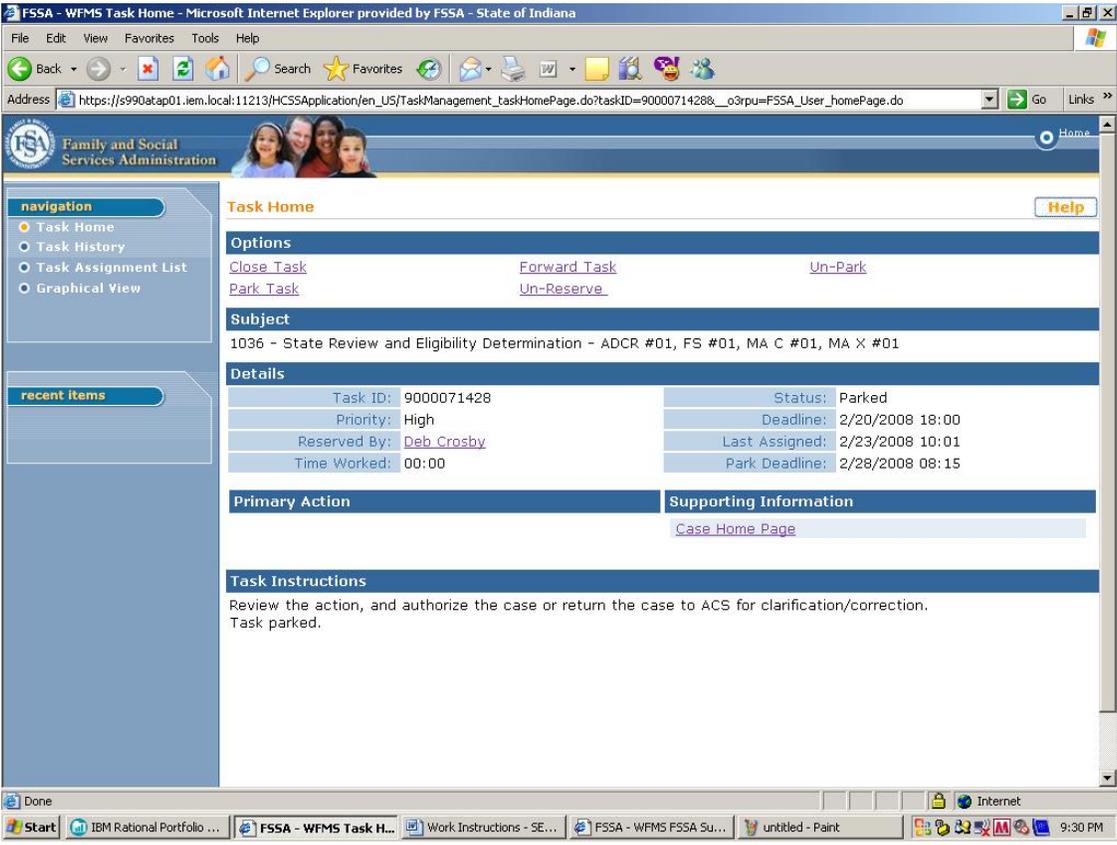


The WFMS will navigate to the *User Home Page*.

**14.**      Click on the *Task ID* for the “**State Review and Eligibility Determination**” task with an Open Status.

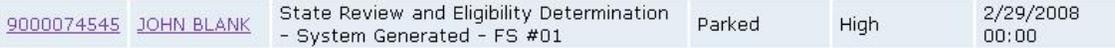
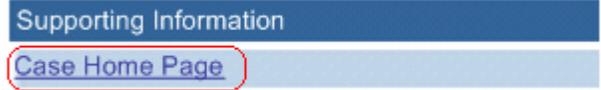
The WFMS will navigate to the *Task Home*.

**15.**      Click on *Close Task* on *Task Home* page.



## 2.0 State Review and Eligibility Determination (System Generated)

WFMS has been designed to automatically system generate a “**State Review and Eligibility Determination**” task three business days prior to the threshold date of specific application actions. ACS has not certified the checklist as complete on these cases and the case processing threshold is approaching.

Step	State Review and Eligibility Determination – System Generated
<p>1.</p>	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
<p>2.</p>	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review the action, and authorize the case or return the case to ACS for clarification/correction.</p>
<p>3.</p>	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>

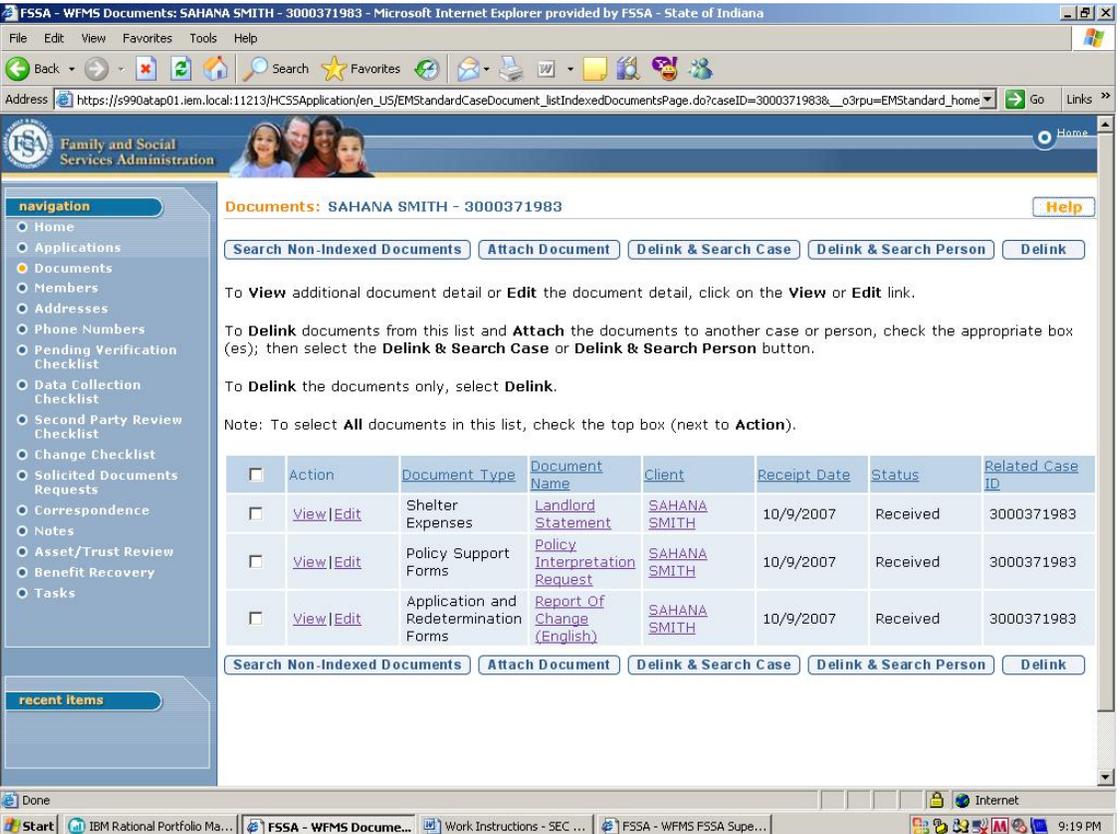
**Step State Review and Eligibility Determination – System Generated**

**4.** From the *Application* or *Case Home Page*, click *Documents* from the Left Navigation.



The WFMS will navigate to the *Documents Page*.

**5.** From the *Documents* page click view to see the document’s details related to the task.



**Documents:** SAHANA SMITH - 3000371983

To **View** additional document detail or **Edit** the document detail, click on the **View** or **Edit** link.

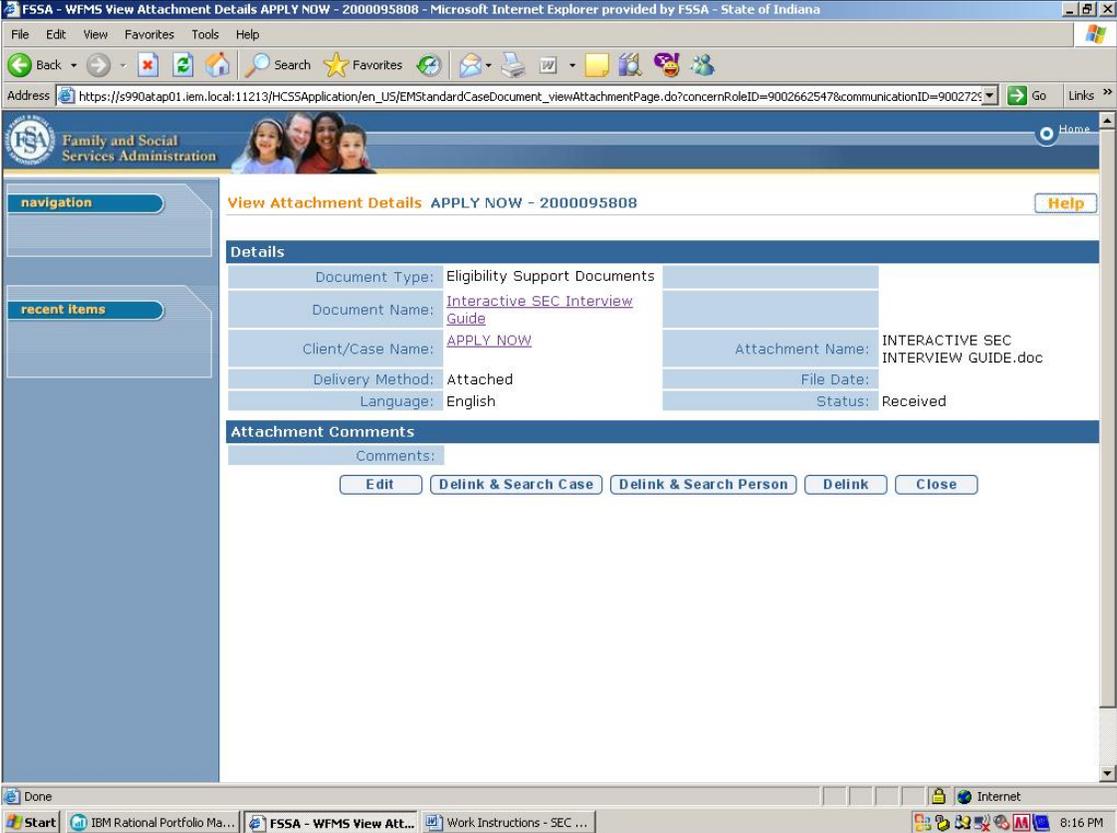
To **Delink** documents from this list and **Attach** the documents to another case or person, check the appropriate box (es); then select the **Delink & Search Case** or **Delink & Search Person** button.

To **Delink** the documents only, select **Delink**.

Note: To select **All** documents in this list, check the top box (next to **Action**).

<input type="checkbox"/>	Action	Document Type	Document Name	Client	Receipt Date	Status	Related Case ID
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Shelter Expenses	<a href="#">Landlord Statement</a>	SAHANA SMITH	10/9/2007	Received	3000371983
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Policy Support Forms	<a href="#">Policy Interpretation Request</a>	SAHANA SMITH	10/9/2007	Received	3000371983
<input type="checkbox"/>	<a href="#">View</a>   <a href="#">Edit</a>	Application and Redetermination Forms	<a href="#">Report Of Change (English)</a>	SAHANA SMITH	10/9/2007	Received	3000371983

**6.** Within the *View Document Details* screen click the document name hyperlink to view all supporting documentation

Step	State Review and Eligibility Determination – System Generated
	 <p data-bbox="347 1115 1179 1150">Clicking on <i>Close</i> will take the user back to the <i>Documents</i> page.</p>
7.	<p data-bbox="347 1178 1458 1394">From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left Navigation. Note: from the Case Home page click on <i>Applications</i> from the left navigation to access the application’s case reference link. Click on the case reference link to access the Application Case Home. Click on <i>Documents</i> link in the left navigation to view the application form. Click on <i>Health Screening Questionnaire</i> in the left navigation to view the screening questionnaire.</p>

Step

State Review and Eligibility Determination – System Generated

FSSA - WFMS Case Home: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Address [https://s990atap01.iem.local:11213/HCS5Application/en\\_US/EMStandard\\_homePage.do?caseID=9001552974&\\_o3rpu=EM](https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_homePage.do?caseID=9001552974&_o3rpu=EM) Go Links

**Family and Social Services Administration**

HIPPY CASETWN - 2000086013

**navigation**

- Home
- Applications**
- Documents
- Members
- Addresses
- Phone Numbers
- Pending Verification Checklist
- Data Collection Checklist
- Second Party Review Checklist
- Change Checklist
- Solicited Documents Requests
- Correspondence
- Notes
- Asset/Trust Review
- Benefit Recovery

**Case Home:** HIPPY CASETWN - 2000086013

**Options**

[Review Asset/Trust](#) [Process Benefit Recovery](#) [Generate Internal Cover](#)  
[Submit Case for Authorization](#) [Submit Change for Authorization](#)

**Details**

Status Date:	12/1/2007	Redetermination Date:	
Status:	Pending		

**CaseName**

Full Name:	HIPPY CASETWN	Social Security Number:	572-13-1167
Date of Birth:	8/20/1970		
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121	Mailing Address:	

Done Internet

Start FSSA - WFMS Case Ho... Work Instructions HIP WORK INSTRUCTIO... 9:50 AM

Step	State Review and Eligibility Determination – System Generated						
	<p>FSSA - WFMS Applications: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana</p> <p>File Edit View Favorites Tools Help</p> <p>Address <a href="https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_listApplicationsPage.do?caseID=9001552974&amp;_o;">https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_listApplicationsPage.do?caseID=9001552974&amp;_o;</a> Go Links &gt;&gt;</p> <p>Family and Social Services Administration</p> <p>HIPPY CASETWN - 2000086013</p> <p><b>Applications:</b> HIPPY CASETWN - 2000086013 <a href="#">Help</a></p> <p><a href="#">Close</a></p> <p><b>List of Applications</b></p> <table border="1"><thead><tr><th>Case Reference</th><th>Primary Name</th><th>Relationship Type</th></tr></thead><tbody><tr><td><a href="#">9000029698</a></td><td>HIPPY CASETWN</td><td>Standard to Application</td></tr></tbody></table> <p>Start   FSSA - WFMS Applicat...   Work Instructions   HIP WORK INSTRUCTIO...   9:54 AM</p>	Case Reference	Primary Name	Relationship Type	<a href="#">9000029698</a>	HIPPY CASETWN	Standard to Application
Case Reference	Primary Name	Relationship Type					
<a href="#">9000029698</a>	HIPPY CASETWN	Standard to Application					

Step	State Review and Eligibility Determination – System Generated
8.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization of a Conditional Approval. Instructions are provided in Step <b>11B</b>.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>

Step	State Review and Eligibility Determination – System Generated

<p>9.</p>	<p>Search for any additional tasks related to the application or case that may be outstanding. From the <i>Application Home</i> or <i>Case Home Page</i> click on <i>Tasks</i> from the Left Navigation. To return to the Case Home page, click on <i>Related Cases</i> at the bottom of the left navigation. Click on the number under <i>Case Reference</i>.</p>
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**Step**      **State Review and Eligibility Determination – System Generated**

**10.**      The WFMS will navigate to the *Tasks* page. Review any outstanding tasks that may need to be addressed. Selecting a task listed to a queue in which you are assigned will assign the task to you to be worked, closed or parked. Navigate back to the *Application or Case Home* page by clicking on *Home* in the Left Navigation.

The screenshot shows a web browser window with the URL: https://s990atap01.iem.local:11213/HCSApplication/en\_US/EMStandard\_listTaskPage.do?caseID=3000372981&\_opr=EMStandard\_homePage.do%3FcaseID%3D3000372981

The page title is "FSSA - WFMS Tasks: JOHN SMITH - 3000372981". The user is identified as "JOHN SMITH - 3000372981".

The "Tasks" section is titled "Tasks: JOHN SMITH - 3000372981" and includes a "Help" button. Below the title are buttons for "Create Task" and "Close Selected Tasks".

<input type="checkbox"/>	Task ID	Subject	Priority	Status	Reserved By	Deadline
<input type="checkbox"/>	9000036699	1068 - Reported Change	High	Open		11/13/2007 16:16
<input type="checkbox"/>	9000074544	State Review and Eligibility Determination - System Generated - FS #01	High	Closed		
<input checked="" type="checkbox"/>	9000085504	pm call back	Medium	Parked	dcfssasec	2/28/2008 12:00
<input checked="" type="checkbox"/>	9000085506	Spend-down/Liability Correction needed	Medium	Open	dcfssasec	2/29/2008 16:30

At the bottom of the task list, there are buttons for "Create Task" and "Close Selected Tasks".

**11.**      **Solicited Documents Requests** [Help](#)

Action	Solicited By	Correspondence Name	Verification	Client	Mail Date	Due Date	Received Date
<a href="#">View</a>   <a href="#">Edit</a>	April	Pending Verifications for Applicants-Recipients	US Citizenship	MINI ME	2/26/2008	3/10/2008	3/1/2008

Step	State Review and Eligibility Determination – System Generated
	<p><b>Solicited Documents Requests Due Date is after task deadline date.</b></p> <ul style="list-style-type: none"> <li>• From the Left Navigation in the <i>Application</i> or <i>Case Home</i> page click on <i>Solicited Documents Requests</i> and <i>Correspondence</i> to view the FI 2032/FI 2032A, Pending Verifications for Applicant/Recipient to determine if all requested documents were received for each Assistance Group. <ul style="list-style-type: none"> <li>○ Evaluate <i>Solicited Documents Requests</i> page to determine if each item listed on the FI 2032 has been received. With the exception of the FI 2032A and <i>Additional Information</i> (FI 2032), every document requested will have a separate line item. A date in the <i>Received Date</i> field will determine if a document has been received for that line item. (Note: If no date is entered for <i>Received Date</i> and the <i>Solicited Document Request</i> due date is after the <i>State Review and Eligibility Determination – System Generated</i>, ACS will receive a task when a solicited document is received or if no document is received.)</li> </ul> </li> <li>• If all solicited documents have a received date, but there are additional items listed on the FI 2032A or <i>Additional Information</i> (FI 2032) not reflected on the <i>Solicited Documents Requests</i> page, that have not been received, then create a <i>Return by State</i> task, skip to step 13.</li> <li>• If the <i>Solicited Documents Requests</i> page includes items for multiple Assistance Groups determine if processing for any individual Assistance Group can be completed. Continue to step 12 for those Assistance Groups. For the Assistance Groups with missing verifications ascertain from the <i>Solicited Documents Requests</i> page that at least one line item appears with no entry for <i>Received Date</i>.</li> <li>• If not all documents have been received confirm from the <i>Solicited Documents Requests</i> page that at least one line item appears with no entry for <i>Received Date</i> for each Assistance Group, skip to step 14.</li> <li>• If all solicited documents were received, continue to step 12.</li> </ul> <p>If after review it is discovered that further case work/review must done before an authorization may be completed by the state (example: an AG needs to be fiated), return the application/case to ACS (see <b>Step 13</b>).</p>
12.	<p>Authorize the application/case if correct and document in CLRC. If action is incorrect, go to <b>Step 13</b> for returning case to ACS.</p> <ul style="list-style-type: none"> <li>A. Denials/Discontinuances <ul style="list-style-type: none"> <li>✓ AR denials <ul style="list-style-type: none"> <li>▪ Review the “<i>Review Application Checklist</i>” in WFMS. The <i>Review Application Checklist</i> is accessed from the Left Navigation of the <i>Application Home page</i>. The checklist may provide the reason(s) for the</li> </ul> </li> </ul> </li> </ul>

Step	State Review and Eligibility Determination – System Generated
	<p>denial</p> <ul style="list-style-type: none"> <li>✓ AE denials/discontinuances <ul style="list-style-type: none"> <li>▪ Review CLRC.</li> <li>▪ Review budgets and supporting documentation.</li> <li>▪ Review the “<i>Data Collection Checklist</i>” in WFMS. The <i>Data Collection Checklist</i> is accessed from the Left Navigation of the <i>Case Home</i> page. The checklist may provide the reason(s) for the denial/discontinuance.</li> </ul> </li> <li>✓ Denials/discontinuances for failing to provide information/verification, <ul style="list-style-type: none"> <li>▪ Search for non-indexed documents to attempt to find any documents associated with the application/case. If documents found link the non-indexed document to the case in WFMS</li> <li>▪ REFER TO (INSERT HYPERLINK) SEARCH WORK INSTRUCTIONS (Common Processes – Section 3.11.3.7) to find and link a document.</li> <li>▪ If any documents that would change the disposition were received prior to the “<b>State Review and Eligibility Determination – System Generated</b>” task being generated and were not enacted upon, the case should be returned to ACS for processing. (See <b>Step 13</b>)</li> </ul> </li> <li>✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> <li>▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form”. REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</li> </ul> </li> </ul> <p>B. Conditional Approvals/Approvals</p> <ul style="list-style-type: none"> <li>✓ Review CLRC.</li> <li>✓ Review budgets and supporting documentation</li> <li>✓ Applicants identified in <b>Step 8</b> as potentially high risk must be referred to Milliman upon conditional approval. <ul style="list-style-type: none"> <li>▪ Review answer to the health screening question on ICES screen AEHIP.</li> <li>▪ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>▪ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> <li>▪ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>.</li> <li>▪ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i></li> </ul> </li> <li>✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> <li>▪ The disposition must be mailed to the Enrolment Center via the “Enrollment Center Application Routing Form”. REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</li> </ul> </li> </ul> <p>C. Changes reported on an open HIP case:</p>

Step	State Review and Eligibility Determination – System Generated
	<ul style="list-style-type: none"> <li>✓ Qualifying event <ul style="list-style-type: none"> <li>▪ Review CLRC</li> <li>▪ Review ICES screen AEHIP to confirm reported change is a qualifying event.</li> </ul> </li> </ul> <p>D. HIP Manual notice of action should be sent for fiated actions and non-qualifying events.</p> <p>    <b>INVOKE Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11</b></p>
13.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> <li>➤ Document the reason in CLRC</li> <li>➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> <li>➤ Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.</li> </ul>
14.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
15.	<p>Click on the <i>Task ID</i> for the <b>State Review and Eligibility Determination – System Generated</b> task with an Open Status.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
16.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p>

Step

State Review and Eligibility Determination – System Generated

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'FSSA - WFMS Task Home' page. The browser's address bar shows the URL: [https://s990atp01.iem.local:11213/HCSSApplication/en\\_US/TaskManagement\\_taskHomePage.do?taskId=9000071428\\_\\_o3rpu=FSSA\\_User\\_homePage.do](https://s990atp01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000071428__o3rpu=FSSA_User_homePage.do). The page header features the 'Family and Social Services Administration' logo and a 'Home' button. A left-hand navigation menu includes 'Task Home', 'Task History', 'Task Assignment List', and 'Graphical View'. The main content area is titled 'Task Home' and contains a 'Help' button. Below this, there are sections for 'Options' (with links for 'Close Task', 'Forward Task', 'Un-Park', 'Park Task', and 'Un-Reserve'), 'Subject' (1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01), and 'Details' (a table with task ID, priority, reserved by, time worked, status, deadline, last assigned, and park deadline). Further down, there are sections for 'Primary Action', 'Supporting Information' (with a 'Case Home Page' link), and 'Task Instructions' (Review the action, and authorize the case or return the case to ACS for clarification/correction. Task parked.). The Windows taskbar at the bottom shows several open applications, including 'FSSA - WFMS Task H...', 'Work Instructions - SE...', 'FSSA - WFMS FSSA Su...', and 'Untitled - Paint', with the system clock showing 9:30 PM.

**Task Home** Help

**Options**

[Close Task](#) [Forward Task](#) [Un-Park](#)  
[Park Task](#) [Un-Reserve](#)

**Subject**

1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01

**Details**

Task ID:	9000071428	Status:	Parked
Priority:	High	Deadline:	2/20/2008 18:00
Reserved By:	<a href="#">Deb Crosby</a>	Last Assigned:	2/23/2008 10:01
Time Worked:	00:00	Park Deadline:	2/28/2008 08:15

**Primary Action** **Supporting Information**

[Case Home Page](#)

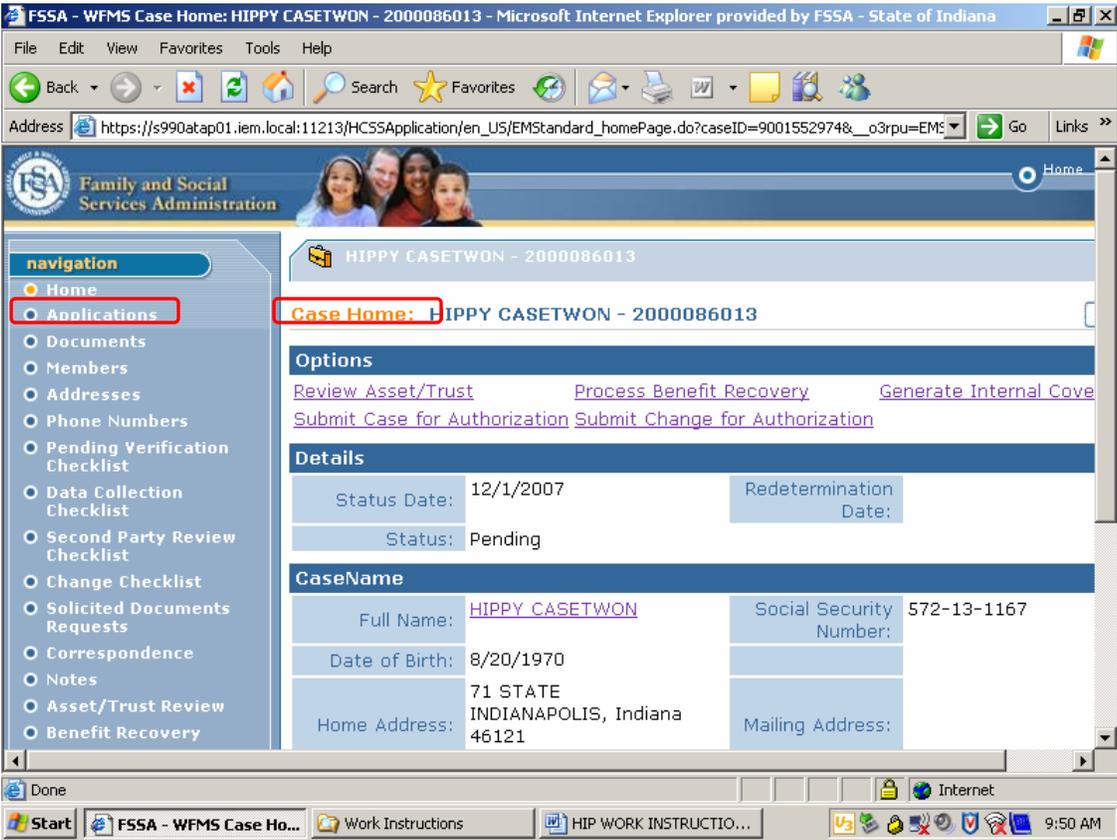
**Task Instructions**

Review the action, and authorize the case or return the case to ACS for clarification/correction.  
Task parked.

### 3.0 Fiat Authorization Needed

When a fiat is determined as necessary by a non-state coalition individual, they will complete ICES screens AEOAG and/or AEWFT and check 'Fiat Authorization Needed' on the Data Collection or Change checklist. The SEC will receive a “**Fiat Authorization Needed**” task.

Step	Fiat Authorization Needed
<p>1.</p>	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
<p>2.</p>	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review case documentation for the requested fiat and authorize the request or return the request to ACS for clarification/correction.</p>
<p>3.</p>	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
<p>4.</p>	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left</p>

Step	Fiat Authorization Needed
	<p>Navigation. Note: from the Case Home page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the Application Case Home. Click on <i>Documents</i> link in the left navigation to view the application form. Click on <i>Health Screening Questionnaire</i> in the left navigation to view the screening questionnaire.</p>  <p>The screenshot shows a web browser window titled "FSSA - WFMS Case Home: HIPPY CASETWON - 2000086013". The address bar shows the URL: <a href="https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_homePage.do?caseID=9001552974&amp;_o3rpu=EM">https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_homePage.do?caseID=9001552974&amp;_o3rpu=EM</a>. The page header includes the logo for Family and Social Services Administration. A left navigation menu is visible with the following items: Home, Applications (highlighted with a red box), Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, and Benefit Recovery. The main content area displays the case name "HIPPY CASETWON - 2000086013" and a "Case Home" link. Below this, there are sections for "Options" (Review Asset/Trust, Process Benefit Recovery, Generate Internal Cover, Submit Case for Authorization, Submit Change for Authorization), "Details" (Status Date: 12/1/2007, Status: Pending, Redetermination Date:), and "CaseName" (Full Name: HIPPIY CASETWON, Date of Birth: 8/20/1970, Home Address: 71 STATE INDIANAPOLIS, Indiana 46121, Social Security Number: 572-13-1167, Mailing Address:). The taskbar at the bottom shows the Start button, several open applications, and the system clock at 9:50 AM.</p>

Step

Fiat Authorization Needed

The screenshot shows a Microsoft Internet Explorer browser window displaying the FSSA - WFMS Applications page. The address bar shows the URL: https://s990atap01.iem.local:11213/HCSSApplication/en\_US/EMStandard\_listApplicationsPage.do?caseID=9001552974&\_o=... The page header includes the FSSA logo and the text "Family and Social Services Administration". A navigation menu on the left lists various options such as Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, Benefit Recovery, and Tasks. The main content area displays the case ID "HIPPY CASETWN - 2000086013" and a section titled "Applications: HIPPY CASETWN - 2000086013" with a "Help" button. Below this is a "List of Applications" table with the following data:

Case Reference	Primary Name	Relationship Type
9000029698	HIPPY CASETWN	Standard to Application

The taskbar at the bottom shows the Start button, several open applications including "FSSA - WFMS Applicat...", "Work Instructions", and "HIP WORK INSTRUCTIO...", and the system clock showing 9:54 AM.

Step	Fiat Authorization Needed
	<p>The screenshot shows a web browser window with the following content:</p> <ul style="list-style-type: none"> <li><b>Navigation Menu:</b> Home, Expedited Food Stamps, Documents, Members, Review Application Checklist, Authorized Representatives, Member Relationships, Solicited Documents Requests, Absent Parents, Assets, Earned Income, Other Income, Expenses, Notes, Correspondence, Tasks, Case Clues, Related Cases, <b>Health Screening Questionnaires</b> (highlighted).</li> <li><b>Application Case Home:</b> HipTH One - 9000032517 (highlighted).</li> <li><b>Options:</b> <ul style="list-style-type: none"> <li>Access Application</li> <li>Rescan Application</li> <li>Generate Internal Cover Sheet</li> <li>Send AR Information to ICES</li> <li>Send AE Information to ICES</li> <li>Completed AR in ICES</li> <li>Completed AE in ICES</li> </ul> </li> <li><b>Details:</b> <ul style="list-style-type: none"> <li>File Date: 12/12/2007</li> <li>Application Status: AR Complete</li> <li>ICES Application Number: 2000088530</li> <li>Programs Applied: Health Coverage</li> <li>Currently Receiving Benefits?: No</li> <li>If yes, whats the Case Number?:</li> <li>Preferred Language: English</li> <li>Health Coverage: Healthy Indiana Plan</li> <li>HIP Plan:</li> <li>State Funded or Refugee Assistance:</li> <li>ICES Case Number: 0</li> <li>Applying for Yourself: Yes</li> </ul> </li> <li><b>Contacts:</b> County Of: Marion</li> </ul>
5.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization. Instructions are provided in <b>Step 7</b></p> <p><b>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</b></p>
6.	<p>Review CLRC documentation for the fiated action. Review ICES screens AEOAG and AEWFT.</p>
7.	<p>Authorize the action the same day as task generated if correct. <i>Reminder, do not run ED/BC on the fiated action. Go to <b>Step 8</b> to return case to ACS.</i></p> <ul style="list-style-type: none"> <li>Document action taken in CLRC</li> <li>Create a manual HIP notice of action to inform the recipient of the action taken. REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4 to create the manual notice</li> </ul>

Step	Fiat Authorization Needed
	<ul style="list-style-type: none"> <li>▪ Conditional Approvals <ul style="list-style-type: none"> <li>✓ Applicants identified in <b>Step 5</b> as potentially high risk must be referred to Milliman upon conditional approval.</li> <li>✓ Review answer to health screening question on ICES screen AEHIP.</li> <li>✓ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>✓ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> <li>✓ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>.</li> <li>✓ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.</li> </ul> </li> </ul>
8.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> <li>➤ Document the reason in CLRC</li> <li>➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>.</li> <li>➤ Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.</li> </ul>
9.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
10.	<p>Click on the <i>Task ID</i> for the <b>Fiat Authorization Needed</b> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
11.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p>

Step

Flat Authorization Needed

The screenshot shows a Microsoft Internet Explorer browser window displaying a task management page. The browser's address bar shows the URL: [https://s990atp01.iem.local:11213/HCSSApplication/en\\_US/TaskManagement\\_taskHomePage.do?taskId=9000054832](https://s990atp01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000054832). The page header includes the logo for 'Family and Social Services Administration' and a 'Home' link. A left-hand navigation menu contains links for 'Task Home', 'Task History', 'Task Assignment List', and 'Graphical View'. The main content area is titled 'Task Home' and includes a 'Help' button. Below this, there are sections for 'Options' (with links for 'Close Task', 'Park Task', 'Forward Task', and 'Un-Reserve'), 'Subject' (1079 - Flat Authorization Needed), and 'Details' (a table of task information). A 'Primary Action' section is empty, and 'Supporting Information' includes a 'Case Home Page' link. The 'Task Instructions' section states: 'Review case documentation for the requested fiat and authorize the request or return the request to ACS for clarification/correction.' The browser's taskbar at the bottom shows several open windows related to 'FSSA - WFMS' and the system time is 9:14 PM.

**Task Home** Help

**Options**

[Close Task](#) [Forward Task](#) [Un-Park](#)  
[Park Task](#) [Un-Reserve](#)

**Subject**

1079 - Flat Authorization Needed

**Details**

Task ID:	9000054832	Status:	Reserved
Priority:	High	Deadline:	1/9/2008 02:10
Reserved By:	<a href="#">Deborah Crosby</a>	Last Assigned:	3/10/2008 20:14
Time Worked:	00:00	Park Deadline:	

**Primary Action** **Supporting Information**

[Case Home Page](#)

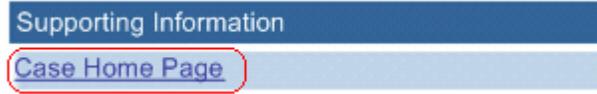
**Task Instructions**

Review case documentation for the requested fiat and authorize the request or return the request to ACS for clarification/correction.

#### 4.0 State Review of HIP Non-Qualifying Event

When a reported change is determined to be a non-qualifying event by a non-coalition individual, they complete the 'recalculate HIP' field on ICES screen AEHIP and they check 'recalculation not allowed' on the Change Checklist. The SEC will receive a "State Review of HIP Non-Qualifying Event" task.

Step	State Review of HIP Non-Qualifying Event
<p>1.</p>	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
<p>2.</p>	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review reported change and verify change is not a qualifying event. If determined to be a qualifying event, trigger a <b>Returned by State</b> task.</p>
<p>3.</p>	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>

Step	State Review of HIP Non-Qualifying Event
	 <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	Go to ICES and review screen AEHIP and documentation in CLRC to confirm the reported change is a non-qualifying event. If the change is a non-qualifying event, ED/BC does not form a pending segment to authorize in ICES. A HIP manual notice of action is required.
5.	<p>Create HIP manual Notice of Action if reported change is a non-qualifying event. Enter documentation in CLRC.</p> <p>REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p>
6.	<p>Create '<b>Returned by State</b>' task if reported change is a qualifying event or additional clarification is required.</p> <ul style="list-style-type: none"> <li>➤ Document the reason in CLRC</li> <li>➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation</li> <li>➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the Task Type. Click Save. The WFMS will create the task and navigate back to the Tasks Page</li> </ul>
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the <i>State Review of HIP Non-Qualifying Event</i> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
9.	Click on <i>Close Task</i> on <i>Task Home</i> page.

Step	State Review of HIP Non-Qualifying Event

### 5.0 Alert 800-801 or 803 Send AG Manual Client Notice

When a HIP AG has been authorized in ICES and a Notice of Action is not system generated, alert 800-801 or 803 will generate.

Step	Alert 800-801 or 803 Send AG Manual Client Notice
1.	From the <i>User Home Page</i> , under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i> .

Step	Alert 800-801 or 803 Send AG Manual Client Notice
	<div data-bbox="354 275 1455 321" style="border: 1px solid #ccc; padding: 2px;"> <span style="border: 1px solid #ccc; padding: 1px;">9000038449</span> <span style="border: 1px solid #ccc; padding: 1px; margin-left: 5px;">TEST PROCESS I</span> <span style="border: 1px solid #ccc; padding: 1px; margin-left: 5px;">Alert Number: 801. SEND AG MANUAL CLIENT NOTICE. FS 01</span> <span style="border: 1px solid #ccc; padding: 1px; margin-left: 5px;">Parked</span> <span style="border: 1px solid #ccc; padding: 1px; margin-left: 5px;">High</span> <span style="border: 1px solid #ccc; padding: 1px; margin-left: 5px;">10/29/2007 22:16</span> </div> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div data-bbox="354 961 950 1003" style="background-color: #0056b3; color: white; padding: 2px;">Primary Action</div> <div data-bbox="354 1115 1455 1150" style="background-color: #0056b3; color: white; padding: 2px;">Task Instructions</div> <p>Task Instructions: Review the case notes for reason for manual notice, select the correct notice from the forms, send notice to client, and update case notes.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div data-bbox="354 1409 950 1451" style="background-color: #0056b3; color: white; padding: 2px;">Supporting Information</div> <div data-bbox="354 1457 950 1499" style="background-color: #d9e1f2; padding: 2px;">Case Home Page</div> <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	<p>Click on <i>Correspondence</i> in the left navigation. The WFMS will navigate to the <i>Mailing Correspondence List</i>. Review the list to determine if a HIP manual notice of action has been sent. If a HIP notice has been sent, proceed to <b>Step 7</b>. If a HIP notice has not been sent, proceed to <b>Step 5</b>.</p>
5.	<p>Go to ICES and review documentation in CLRC to confirm the need for the manual notice.</p>

**Step Alert 800-801 or 803 Send AG Manual Client Notice**

**6.** Create HIP manual Notice of Action and enter documentation in CLRC.  
  
REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS  
Common Processes – Section 3.11.4

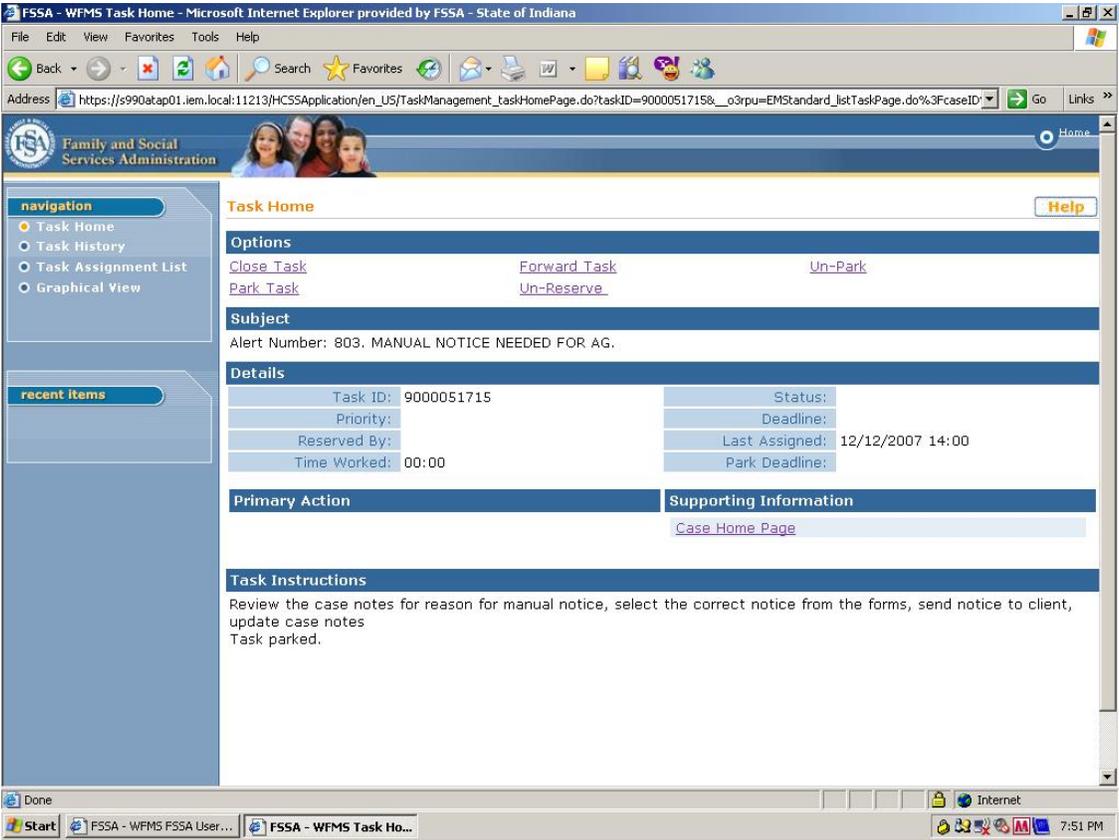
**7.** Click *Home* in the upper right corner.



The WFMS will navigate to the *User Home Page*.

**8.** Click on the *Task ID* for the *Alert 800-801 or 803 Send AG Manual Client Notice*.  
  
The WFMS will navigate to the *Task Home*.

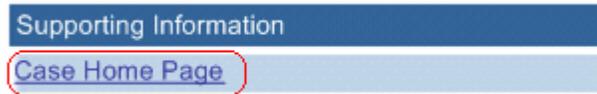
**9.** Click on *Close Task* on *Task Home* page.

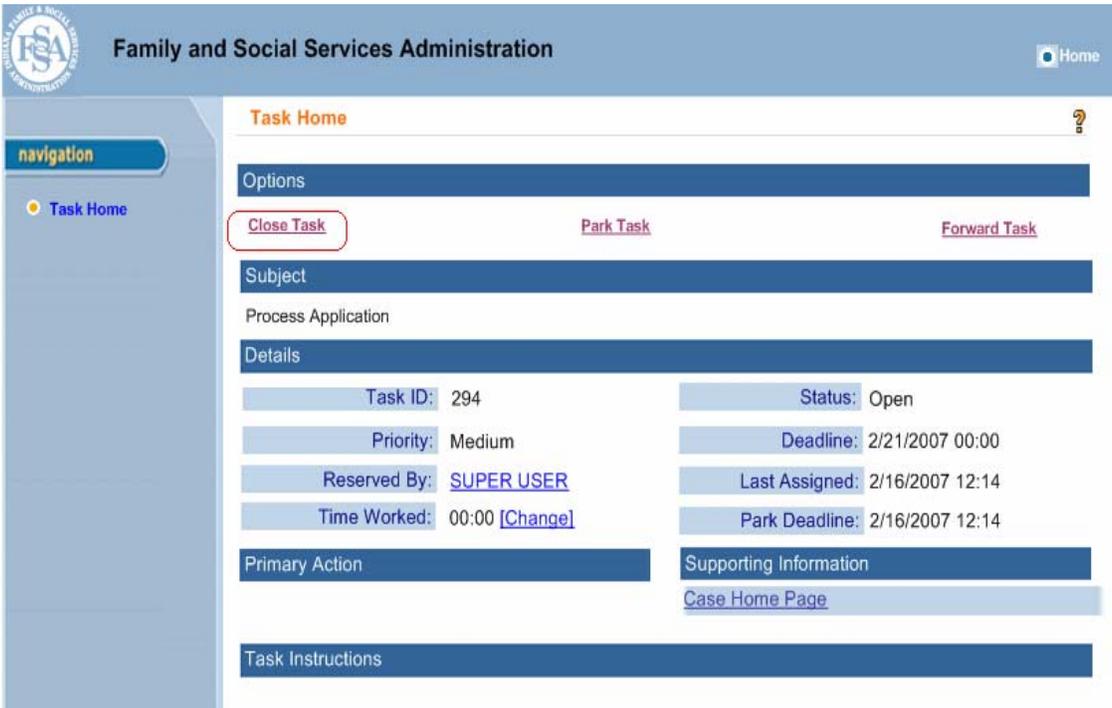


## 6.0 Potentially High-risk HIP Applicant

When an applicant is determined to be potentially high-risk by the State Eligibility Consultant at authorization, the Milliman user will receive a “**Potentially High-risk HIP Applicant**” task.

Step	Potentially High-risk HIP Applicant
<p>1.</p>	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
<p>2.</p>	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review HIP application and determine if high-risk.</p>

Step	Potentially High-risk HIP Applicant
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i>.</p>
4.	<p>From the <i>Application Home Page</i>, click <i>Applications</i> and/or <i>Documents</i> from the Left Navigation to view the most recent HIP Application. Note: from the <i>Case Home</i> page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the <i>Application Case Home</i>. Click on <i>Documents</i> in the left navigation to view the application form.</p>
5.	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left Navigation. . Note: from the <i>Case Home</i> page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the <i>Application Case Home</i>. Click on <i>Documents</i> in the left navigation to view the application form.</p>
6.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant and proceed with determining eligibility for the Enhanced Services Plan.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the <b>Potentially High-risk HIP Applicant</b> task with an Open Status.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>

Step	Potentially High-risk HIP Applicant
<p>9.</p>	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 
<p>10.</p>	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>